Solicitations open to:	**Afghan Nationals Only**
Position Title:	**Computer Management Specialist**
Type of vacancy:	**Single**
Opening date:	**February 27, 2016**
Closing date:	**March 10, 2016**
Work hours:	**40 hours (Full time)**
Position Grade:	**FSN-10**
Vacancy announcement #:	**USAID/306/16/26/OM**

The United States Government (USG), represented by the U.S. Agency for International Development (USAID) Mission in Afghanistan, is seeking applications from qualified Afghan Nationals to provide personal services as **Computer Management Specialist** under a personal services contract, as described in the attached solicitation.

BASIC FUNCTION OF THE POSITION:

This Afghan National employee is responsible for the technical operation of the Mission information and telecommunication systems at USAID/Afghanistan, the largest Mission in the world. The incumbent will serve as the network administrator is responsible for the day-to-day maintenance and availability of the overall system for the Mission in Kabul. These responsibilities include, but are not limited to, responsibility of USAID/Afghanistan's computer operations, support of USAID's suite of applications, safekeeping of data, installation, maintenance and repair of all hardware, telecommunications system maintenance, and overall systems development. The incumbent trains and orients users in Kabul, advises USAID/Afghanistan management in the selection, procurement, budgeting and distribution of equipment and software for USAID/Afghanistan. The incumbent interfaces with the Chief Information Office (CIO) in Washington DC, local vendors and other private and public organizations when required.

MAJOR DUTIES AND RESPONSIBILITIES

The Computer Management Specialist has the following responsibilities and duties that include but are not limited to the following functions:

a. Local Area Network/Wide Area Network (LAN/WAN) Operation and Management – Maintains Mission IT systems, network infrastructure, and Internet Service Provider (ISP) links for Kabul.
b. Ensures availability of these systems and networks, which includes Microsoft Windows 2003 platform servers, Corporate USAID Gmail, System backup, desktop clients, Juniper firewall, routers/switches, Intrusion Detection/Prevention Systems, Wireless Guest network, etc.
c. Implementation of Mission policies, guidelines and procedures pertaining to the Management of information resources (security and contingency plans, ADS 545, etc.)
d. Improvement/upgrade of USAID/Afghanistan's hardware and software support systems in compliance with Agency's standards requirements and regulations.
e. Maintenance and troubleshooting of USAID applications and implementation of user support systems. Provides user support on USAID applications . Provide Digital Video and Adobe Connect conferencing support for the Mission;

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Tel: 202-216-6288 / 0700-108-001
Email: kabulusaidinformation@usaid.gov
http://afghanistan.usaid.gov

f. Point of contact for USAID/Afghanistan on all IT consolidation issues. Coordinates resolution of issues with Kabul and USAID/Washington and Department of State teams;

g. Provides input/advice on Agency solutions for various programs including USAID Google Cloud, Adobe connect, (Acquisition and Assistance online system (GLAAS), etc. Close coordination with USAID/W/CIO Project Manager(s);

h. Monitors IT security reports and addresses vulnerabilities to ensure best security results/grading;

i. Develops the Mission IT procurement plan including the identification of qualified sources of equipment, maintenance, and services. Participates in the full competitive solicitation process to include proving expertise when evaluating vendors and IT-related equipment;

j. Provides technical assistance and advice to USAID/Afghanistan support and technical offices on USAID-funded IT projects;

k. Responsible for management and tracking of all USAID IT equipment purchases and storage. The incumbent develops or recommends systems to monitor inventory levels and suggest appropriate replenishment of equipment when needed or at the end of the product life cycle;

l. Coordinates with US Embassy/Kabul and Washington Information Resource Management offices on major initiatives and ongoing work issues as required;

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

Education: Bachelor's degree in the fields of computer science, information systems management or equivalent is required.

Work Experience: Five (5) years of progressively responsible experience in the operation and support of IT-related equipment, programs and systems management is required. Experience with Windows 2003/2008 Servers, WEB Servers, SharePoint, (RAS) Remote Access, Cisco network equipment, Video Conferencing devices, as well as peripherals management to include printers, scanners, digital senders and modems is required.

Language: Level IV (Fluent) speaking/reading of English language and Level IV (Fluent) speaking/reading of Pashtu and/or Dari is required.

Knowledge: Incumbent must have advanced knowledge in IT administration and software including MS Windows Server management version 2003/2008, MS Exchange version 2003/2010, and MS Windows network configuration, network security software, Microsoft Office productivity software, and current MS Windows Client operating systems. Must have advanced knowledge of hardware management including servers, personal computers, network equipment such as routers, switches and wireless network devices, Apple computers and mobile devices, as well as audiovisual devices.

Skills and Abilities: Incumbent must have good technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Afghanistan computer resources; excellent understanding of priorities of key managers to ensure that computer systems are responsive to those needs. Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way communications and promote computer and automation services and supervisory skills are required.

Ability to teach software programs to USAID/Afghanistan staff; ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components to determine capability to meet support requirements; ability to articulate significance of management decisions with computer systems and system requirements to managers in order to obtain support for actions that will enhance automation and/or effective management of computer resources is required. Ability to balance workload demands between central system and individual user requirements; ability to relate USAID/Afghanistan

organization, functions, and mission to computer system's terms of reference, e.g., priorities for automation, an interrelationship of different applications programs to USAID/Afghanistan operations, etc.; ability to manage and supervise multiple sites and to coordinate support services from variety of contractors is needed. Ability to design and maintain LAN, WAN and PC configurations is required.

HOW TO APPLY:

Applicants are requested to submit a complete application package which must include all required documents to **AFPAKjobs@usaid.gov** with a **Subject line: Computer Management Specialist (OM1626).**

ANY/ALL application submissions after the closing date of March 10, 2016 will not be considered.

REQUIRED DOCUMENTS:

1. **Cover memo/email outlining your qualifications and experience against the selection criteria.**
2. **Application for Employment (AE) as a Locally Employed Staff (DS-174)**
   http://kabul.usembassy.gov/job_opportunities2.html
   http://www.state.gov/documents/organization/136408.pdf **and/or**
3. **A current resume or a curriculum vita that provides the same information found on the DS-174 form.**

(We understand that not all applicants are able to download the application from the internet. Please state this in your cover memo/email if this is the case. For candidates who are short listed, a DS-174 will be required in order to advance in the process.)

Note:
- Ø Only short-listed candidates will be notified.
- Ø This vacancy is open only to Afghan Nationals.
- Ø Applications with insufficient information to make a determination will not be considered.
- Ø No in-person appointments or telephone calls will be entertained.
- Ø Female candidates are strongly encouraged to apply.
- Ø Applications submitted as RAR file will not be accepted by the system

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ALL ETHNIC GROUPS AND BOTH GENDERS ARE URGED TO APPLY